

### Customer Escalation Process

NWN has the processes and infrastructure in place to support the State of California's needs. NWN will utilize the same enterprise processes for all offerings under the CALNET DNCS contract. Customers requiring case escalation should use the information below to escalate support.

### Customer Request for Escalating Service Request Issues

1. Contact the NWN Command Center by either calling 855-548-2200 or access NWN Case Management Portal.
2. Once the end-user contacts the NWN Command Center, NWN CALNET Engineers will work to address case specific issue with the customer, and will escalate the issue to the next level support as appropriate if necessary.

In the event of a critical outage, an Escalation should be requested.

### State of CA Service Center Escalation Contacts

Each Customer shall have specific engineer assigned as level 2 contact. This will vary by Customer

NWN Escalation Contacts for the State of CA Service Center				
Level	Title	Name	Phone	Email
Level 1	NWN Command Center	On-Duty	855-548-2200	support@nwnit.com
Level 2	Solution Engineer Manager	Anthony Hernandez	781-472-3401	<a href="mailto:ahernandez@nwnit.com">ahernandez@nwnit.com</a>
Level 3	Customer Experience Manager	Nicole Villa	916-637-2139	nvilla@nwnit.com
Level 4	VP of Customer Experience	Kristin Scheidmantel	916-637-2169	kscheidmantel@nwnit.com

\*Assigned Engineers shall be assigned on a per customer basis. Engineers are assigned by technical expertise & background

**NWN Internal escalation process:** If an issue is not resolved at Level 1, the Command Center shall escalate the issue internally to their Level 2 Engineering support. In rare cases where the Engineer cannot resolve, the Customer Experience Manager maybe engaged to leverage additional

engineering resources. The Customer Experience Manager shall oversee agility of the request and timeliness of resolution. Escalation contacts will be available 24x7

**State of CA Account Team: Contract Escalation Contacts**

NWN Contract Escalation Contacts for the State of CA Account Team				
Level	Title	Name	Phone	Email
Level 1	Contract Program Manager (CPM)	Dwayne Chapital	(704) 496-6908	dchapital@nwnit.com
Level 2	Director of Sales Operations (DSO)	Tim Meade	916-637-2160	tmeade@nwnit.com